Amendments to the Specification:

Please replace the sixth paragraph under the heading "BRIEF DESCRIPTION OF THE DRAWINGS" on page 8 with the following amended paragraph.

~~Fig. 5 is~~ Figs. 5A-5C illustrate a flow diagram showing the various functions which can be performed by users of apparatus and methods in accordance with a preferred embodiment of the invention.

Please replace the eighth paragraph on page 9 with the following amended paragraph.

~~Figs. 15A-15B~~ Figs. 15A-15E are printouts of a computer screen of the web site in accordance with a preferred embodiment of the present invention.

Please replace the ninth paragraph on page 9 with the following amended paragraph.

~~Figs. 16A-16G~~ Figs. 16A-16N are printouts of a computer screen of the web site in accordance with a preferred embodiment of the present invention.

Please replace the first paragraph on page 28 with the following amended paragraph.

Referring now to ~~Fig. 5~~ Figs. 5A-5C, a flow diagram showing the various features and functions of the Web site of computer 15 as programmed with computer software 33 in accordance with the preferred embodiment is shown. Once a user accesses the Web site, the user is provided with a page like that shown in Fig. 2. ~~Fig. 5~~ Figs. 5A-5C show the various features and functions available to administrators, officers, and clients, respectively. It will be appreciated that differing levels of access can be provided, such as allowing certain security officers who also have supervisory or management duties to have the ability to perform functions

otherwise provided only to an administrator in the preferred embodiment of the invention. In our

preferred embodiment, we have three levels of access for administrators, officers, and clients,

respectively.

Please replace the second paragraph beginning on page 28 and extending to page 29 with the

following amended paragraph.

Still referring to ~~Fig. 5~~ Figs. 5A-5C, the various features and functions are shown and are

discussed below. Referring first to an administrator login function 501, the following functions

are available to a system administrator after the administrator login function 501. After the

administrator logs in by transmitting an appropriate identifier and password to computer 15, the

computer 15 is programmed to search the database 35 for an identifier and password pair which

match those received and, assuming a match is made, the computer 15 then logs in the user as a

system administrator, as shown at function 505. Once a system administrator has logged in, the

following functions are available. First, the administrator may administer the list of properties

for which security services are to be provided, as is shown at function 510. The properties

list/search function 510 allows the administrator to find a property by searching the database 35

on computer 15, or to add a new property, such as by using the add function 512. Alternatively,

the system administrator can use the edit function 514 to modify the properties, such as by

correcting the name or address of a property, or the like. In addition, the administrator can use

the delete function 516 to delete a property from the list of properties for which security services

are provided. The administrator is thus able to maintain and update the database 35.

Please replace the first full paragraph beginning on page 29 with the following amended

paragraph.

Still referring to ~~Fig. 5~~ Figs. 5A-5C, the administrator can use the client list/search function 520 to administer the client entries in the database 35 of computer 15. For example, the administrator can enter a client name, then use the search function to find the various entries in the database 35 corresponding to the client entered as a search string. In addition, the administrator can use the add function 522 to add additional clients to the database 35 of computer 15, use the edit function 524 to edit or modify the names, spellings, addresses, and the like for any particular client, and can use the delete function 526 to delete a client from the list of clients included in the database 35 of computer 15.

Please replace the second full paragraph beginning on page 29 and extending to page 30 with the following amended paragraph.

Still referring to ~~Fig. 5~~ Figs. 5A-5C, it can be seen that the system administrator has the ability to manage the data contained in the database 35 of computer 15. For example, the manage officers function 550 allows the system administrator to use the add function 554 to add additional officers to the database 35 of computer 15. In addition, the system administrator can use the add image function 556 to add a picture of the new officer (added by the add function 554) to the database 35 of computer 15. The system administrator can also use the add bio function 558 to add a short biographical summary for the officer. The system administrator can also use the assign to client function 560 to assign a particular officer to a particular client (or, alternatively, can be used to assign an officer to a particular client location or the like). The system administrator can also use the edit list search function 552 to find the entries for a particular officer (such as by searching by the surname or batch number of an officer) and can then use edit 553 and delete 555 functions in order to either edit or delete the officer information from the database 35 in computer 15, as appropriate.

Please replace thé first full paragraph on page 31 and extending page 32 with the following amended paragraph.

Still referring to ~~Fig. 5~~ Figs. 5A-5C, the manner in which an officer may use the database 35 of computer 15 is shown and described below. The officer login function 570 has been described above in connection with the officer's login and clock-in procedures. The clock-in/out DAR function 572 allows the officer to clock-in at the beginning of a shift and, at the end of a shift, clock-out as described above. The officer does this using the clock-in/out function 573. In additional, the present invention provides a DAR function 574 to allow the officer to prepare a daily activity report. Once a daily activity report has been prepared, the officer can submit the same to computer 15 using the DAR function 574. In addition, the present invention provides that the submitted DAR search function 575. The submitted DAR search function 575 allows an officer to enter a search string and have the software 33 perform a search of the database 35 of computer 15 for an existing DAR. The officer may wish to do this in order to edit a prior report or to supplement a prior report. Once the desired DAR is found by the officer using the submitted DAR search function 575, the officer can transmit a request for, and obtain on computer 1, a copy of the desired DAR and can then view the report by using the report function 576. In addition, the officer can use the enter function 577 to provide and transmit additional information to the database 35 of computer 15. Once the officer initiates the enter events function 577, the browser software of computer 1 displays a template which requests additional information from the officer. The officer can then use the referenced report input function 578 to input the appropriate information. Once the officer has completed the entry of the information, the officer can enter the data and transmit the same from computer 1 via the Internet 10 to computer 15.

Please replace the first full paragraph beginning on page 32 and extending to page 33 with the following amended paragraph.

Still referring to ~~Fig. 5~~ Figs. 5A-5C, the client user=s ability to access information from the database 35 of computer 15 is shown and is described below. As detailed above, a client user can use the client login function 580 in order to log into the Web site of computer 15 via Internet 10. Once the computer 15 has verified the identifier and password information received from the client user (e.g., transmitted from computer 20 via the Internet to computer 15), the client is passed to the info. access function 581. At this point, the client user can choose to access information from database 35, such as reports using the reports function 582, or can access information regarding the security officers providing services to that client by accessing the officers function 590. If the client wishes to obtain information from the reports and uses the reports function 582, the client user is allowed to search the database 35 of computer 15 by the using the search report function 583. Once the user finds and selects the report the user wishes to view (such as by clicking on the hyperlink for that report), the report is transmitted from computer 15 via the Internet 10 and is displayed by the browser software of computer 20. Alternatively, if the client wishes to obtain information regarding the officers, the client can use the officers function 590 to do so. Once the client initiates the officers function 590, the user is allowed to search the database 35 in various ways for the desired information by property search function 591, the officer search function 593, or the time sheets function 595. As with the other search functions provided by the computer 15, once the client selects the desired entry from the entries in database 35 returned by the selected search function, the client can click on the desired entry displayed as a hyperlink on computer 20 by its browser and then see the report via report function 592, the report function 594 or the like. With respect to timesheets, the present

invention allows the user to select the timesheets function 595, which then allows the client user

to search by property or by officer, by allowing the client user to select the property function 596

search or the officer search function 598. As with the other search functions provided by

computer 15, the client user receives one or more entries in response to the search (which are

displayed on computer 20 by its browser) and the client user is then able to select the desired

entry for further viewing, which is provided by report function 597 and the report function 599.

Please replace the second full paragraph beginning on page 40 and extending to page 41 with the

following amended paragraph.

Referring now to Figs. ~~15A-15B~~ 15A-15E, an example of the computer screen presented

to officer 701 after the officer selects the Enter Events function from the options menu in the

Officer Console. As shown in Figs. ~~15A-15B~~ 15A-15E, the officer 701 is provided with a

computer screen which contains numerous data fields for the officer 701 to complete in

connection with an Incident Report, including information as to the officer 701, the property, the

governmental units involved (e.g., police departments, fire departments, etc.) if any, the

individual(s) involved, the date, time, and location of the incident, and so on. The screen

provided, as shown in Figs. ~~15A-15B~~ 15A-15E is essentially a blank form for use by the officer

701 in preparing and submitting an Incident Report.

Please replace the first full paragraph on page 41 with the following amend paragraph.

Now referring to Figs. ~~16A-16G~~ 16A-16N, an example of a printout of a computer screen

showing a more detailed Incident Investigation Report (IIR) form is provided. Figs. ~~16A-16F~~

16A-16N together show the blank form of the IIR provided to officer 701 when officer 701

clicks on the Enter Events function in the options menu of the Officer Console.

Please replace the third full paragraph beginning on page 49 and extending to page 50 with the following amend paragraph.

Fig. 20 illustrates how different officers may be matched to different shifts by use of personality profiling. In Fig. 20, a benchmark ~~601~~ 2001 for day security and benchmark ~~602~~ 2002 for night security at a particular location have been generated, such as by conducting interviews with a client as to the needs of the client. It can be seen that the profile ~~610~~ 2010 of officer Dudley nicely matches the benchmark ~~601~~ 2001 profile for day security. Although not a perfect match, it can also be seen from Fig. 20 that Officer Green's profile ~~620~~ 2020 better matches the benchmark ~~602~~ 2002 for night security than does the profile ~~610~~ 2010 for Officer Dudley.